

Department of Human Resources

Employee Recognition

Employee Awards Ceremony and Employee Picnic

Each year the City of Rockville celebrates its employees with special events aimed at recognizing high performance and dedication. An annual awards ceremony is held near the end of the calendar year to recognize individual and team accomplishments throughout the year as well as years of dedicated service to the City and its residents. To kick-off the summer season an employee picnic brings staff together for food and fun.

Employee(s) of the Quarter - High Performance Award For Excellent Customer Service

Each quarter a City employee and/or a team will be selected as the Employee(s) of the Quarter for demonstrating excellence in customer service. This award for high performance is designed to recognize employees for excellence in their customer service to the City's external and internal customers. It relies on the keen eyes and ears of City employees and customers to recognize and nominate those who consistently display qualities that exceed the City of Rockville Customer Service Standards.

- [Employee of the Quarter Nomination Form](#)

Employee Eligibility

- All full-time and part-time employees are eligible for the award.
- An employee in good standing. Personnel definition: an employee who is not in the written stage or higher of the disciplinary process.

Qualifying Criteria

Nominee must promote at least one of the following:

- Consistently going above and beyond the scope of the job in delivering customer service. To include delivering service with a positive attitude, courtesy, knowledge, and with a timely response and follow up action that exceeds the standard.
- Consistently demonstrating skills that achieve immediate results in managing the most challenging customers through implementation of the "Listen, Apologize, Solve, and Thank" (L.A.S.T.) process.
- Immediately responding to a customer that demonstrates a heroic act or deed that is above and beyond the standard.
- Developing a new innovative idea or process that is implemented by the City and improves customer service.

To recognize demonstrations above and beyond the standard qualities, the City of Rockville depends on you to be aware of the high performers and then to inform the City through a completed Employee of the Quarter for Excellent Customer Service Nomination Form. Keep in mind that an employee's service to a customer varies from one job to another. One individual may perform day-to-day assistance at a front counter, and other individual may save a customers' life. Each service is as important as the other in meeting the needs of the City of Rockville's customers.

Selection Criteria

- Each quarter an employee will be selected for the Employee of the Quarter award.
- Quarters are as follows: July through September; October through December; January through March; April through June.
- The deadline for nomination is the last business day of the current quarter. (Example: June 30 is the deadline for the July through September Employee of the Quarter award.)
- An employee can only be selected one time during a calendar year for the award; however, an employee can be nominated each quarter.

- The employee can be nominated anytime for delivering excellent customer service. For example, when an employee is nominated for a specific circumstance, the occurrence did not have to happen in the same quarter the employee is nominated.
- Employees that are nominated and are not selected will be reconsidered in future quarters.
- Multiple nominations do not guarantee selection.

Nominating Committee

- Comprised of Customer Service Action Team Volunteers.
- Meet the first Tuesday following the end of a quarter.
- Announce the Employee of the Quarter by the 15th of the month that the committee meets.
- A minimum of three members must be in attendance to vote. There is no restriction on the maximum number; however, there must be an odd number of members.
- A committee member cannot be nominated.
- Members will not disclose identification of nominators.
- Nominators may be invited to attend to this meeting to briefly discuss their nomination.
- Confirm nominee is an employee in good standing with Personnel.

Selected Employee(s)

- Receive a certificate, a monetary or equivalent award. (Department Heads are not eligible for monetary award.)
- Receive recognition in various ways, such as This Just In, Channel 11, City website and Customer Service Week.
- An effort will be made to recognize all employees that are nominated.